



Washington Human Resources

2005

Building human resource excellence for tomorrow

What will the new system look like?

Although it's too soon to tell what specific components will look like, the following general design criteria are being considered:

- Ensures fair treatment for employees and managers
- Focused on outcomes, rather than process
- Minimal number of rules
- Easy to understand and simple to use
- Fast and responsive
- Open and flexible
- Adaptable to change
- Automated to the degree possible

What do you think about these criteria? Voice your opinion about this and other aspects of the new system by filling out the online survey at <http://hr.dop.wa.gov/hrreform>.

Civil service reform will bring dramatic changes

The Personnel System Reform Act of 2002 will result in the most sweeping changes to the state's civil service system since it was created more than forty years ago.

In addition to expanding the scope of collective bargaining, civil service reform also provides the opportunity to create a totally new, vastly improved, human resource (HR) system for state government. This includes new rules and processes for hiring, classification and compensation, performance management, training, corrective/disciplinary action, reduction-in-force, and more.

Beginning now, and over the next three years, the Department of Personnel will be working with state employees, agency managers, agency human resource professionals, and higher education managers and HR staff to design and implement a new HR system for state employees. The new system will apply in total for those employees who are not covered by a collective bargaining agreement and in part for those who are covered by collective bargaining.

This is a rare opportunity to create a modern system that will meet the needs of state employees, job applicants, and state agencies for years to come.

For the latest information and to share your ideas, go to:

<http://hr.dop.wa.gov/hrreform>



How will you be affected?

Those who are not in collective bargaining units will be covered fully by the new system. Some aspects will also apply to those in bargaining units.

This new system is being designed now. The emphasis is on creating a system that is fast, flexible, and fair, and that allows greater opportunity and mobility for state employees and eliminates the barriers and red tape that employees have told DOP they find frustrating and limiting. Employees will be asked for input on specific components as they are designed.

For those who are in collective bargaining units, many employment aspects that are now covered by the Civil Service System may become topics for bargaining. What will change and what will remain the same won't be known until the first agreements are negotiated by 2004.

Law calls for major changes

The following are some of the key provisions of the Reform Act:

■ **The classification system will be completely revamped.** The number of job classifications will be substantially reduced and the system will be modernized to facilitate effective delivery of state services, to give agencies flexibility to meet changing needs, and to enhance mobility and career advancement opportunities.

■ **The scope of collective bargaining has been expanded.** Wages, hours, the dollar amount provided for insurance benefits, and other terms and conditions of employment are mandatory subjects for bargaining.

The Governor's Office will negotiate agreements for state agencies. Each higher education institution may negotiate its own contract, or have the Governor's Office negotiate on its behalf. The Public Employment Relations Commission (PERC) will administer collective bargaining agreements.

Certain employees, including members of the Washington Management Service, will be exempted from coverage under bargaining agreements.

■ **Contracting out of services "traditionally and historically provided by state employees" is no longer prohibited.** Competitive contracting is allowed, with state employees having the opportunity to offer alternatives to contracting and the ability to compete for the work.

■ **The Personnel Appeals Board will be abolished and the director of the Department of Personnel will assume many of the rule-making functions of the Washington Personnel Resources Board (WPRB).** The WPRB will handle all appeals regarding discipline, exemptions, reductions-in-force, and violations of civil service rules for those employees not covered by collective bargaining.



We want to hear from you

What do you think should be changed or kept the same in the civil service system? You can help shape the new system by taking a few minutes to fill out the customer survey at <http://hr.dop.wa.gov/hrreform>.

Research will lay the groundwork for system reform

In order to design the best system possible, the Department of Personnel is doing extensive research on best practices that are being used by other employers – both public and private sector – throughout the country. The study team is examining the human resource systems of each of the 50 states, as well as selected cities, counties, countries, universities, and private sector organizations, to identify options, trends, and best practices in human resources. The team will report its findings in September.

Customer Research

A second team is gathering input from a broad selection of customers, including state employees, agency managers, and human resource professionals in state agencies and higher education institutions. The first round of customer research, including surveys and discussion groups, will be completed by the end of August. DOP will continue to gather customer input throughout the design and implementation process to make sure that the new system is on target with customer needs.

Research findings will be posted on the civil service reform web site at <http://hr.dop.wa.gov/hrreform>.

Effective Dates

March 2004	Washington Personnel Resources Board adopts new classification rules by 3/15/04
July 2004	Collective bargaining begins no later than July 2004 Director of DOP given rule-making authority
January 2005	Implementation of new classification system begins by 1/1/05
July 2005	New collective bargaining agreements effective by 7/1/05 Contracting out provisions apply Personnel Appeals Board (PAB) responsibilities are transferred to Washington Personnel Resources Board

New system will be in place by 2005

Implementation of civil service reform will take place in stages over the next three years, with the majority of changes taking effect by July 2005. To reflect its commitment to having a vastly improved human resource system in place by 2005, the Department of Personnel has adopted the theme “Washington Human Resources 2005: Building Human Resource Excellence for Tomorrow.”

There is a lot of work to be done in the next few years to make sure the end product effectively meets the needs of the state workforce now and well into the future.

You’ll be hearing more about the implementation process in the months ahead, and you’ll be given many opportunities to provide input. Watch for the HR2005 logo on information provided by DOP.



Frequently Asked Questions

So, civil service reform passed. What now?

Passage of civil service reform means exciting changes for state employees.

Between now and 2005, we have the opportunity to create a totally new human resource system for state government. The overly-complex personnel rules and processes that many employees have found frustrating and restrictive will be replaced with a modern, streamlined system that better meets the needs of the state's current and future workforce. This includes new rules and processes for hiring, classification and compensation, performance management, training, corrective/disciplinary action, reduction-in-force, and more.

This new system will apply to those employees who are not covered by collective bargaining. Employees who are part of collective bargaining units may be covered by a different set of provisions, as many of the subjects described above may now be covered by their bargaining agreements.

Will this new system really be better?

Our goal is to create a fast, flexible, and fair system that will meet the needs of state employees, job seekers, and state agencies for years to come. To accomplish this, we are conducting a comprehensive research study covering a wide range of employers throughout the country, including all 50 states. This study will

help us build on proven best practices and to learn from – and thus avoid – the pitfalls others have encountered. We are also doing extensive research covering a variety of customer groups, including state employees, human resource professionals, and agency managers to make sure we understand what our customers want and need in a new system. The first phase of this research effort includes customer surveys and focus groups. You can be part of this research by completing the survey at <http://hr.dop.wa.gov/hrreform>.

If I'm not in a bargaining unit, what rights will I have?

If you are not in a bargaining unit, you will be fully covered by the new civil service system and will maintain the basic employee rights you have under the current system.

Will this affect the reduction-in-force (RIF) process?

It may. A large part of civil service reform is the adoption of new rules, including those regarding the RIF process. We are in the process of gathering customer feedback to help determine what the RIF rules will look like. Log onto <http://hr.dop.wa.gov/hrreform> to complete the customer survey and to let us know what you think about the RIF process and about other key elements of our state's personnel system.

Is this going to change my job class and/or pay scale?

One goal is to create a more flexible classification and compensation system to enhance mobility and recognize individual contributions. This may include a grouping of job classes and a reduction in the number of job categories. At this point, we can't specifically say what this will look like or how it may affect individual job classes.

What about contracting out services? What does it mean?

Historically, the contracting out of services customarily performed by state employees has been prohibited. This statute eliminates that prohibition. Instead it outlines procedures for competitive contracting out of services. General Administration will be responsible for developing the rules that govern this aspect of the bill.

The statute also gives state employees the opportunity to offer alternatives to contracting out and to compete for the work. The Department of Personnel is developing an education program that will teach employees how to develop and submit bids.

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